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Application Number	09/892,736
Filing Date	June 28, 2001
First Named Inventor	Smith et al.
Art Unit	2152
Examiner Name	Chankong, D.
Attorney Docket Number	20009.0060US01 (BS00-106)

Sheet	1	of	3
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6 / 17 / 06

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(Use as many sheets as necessary)</i>		Complete if Known	
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NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
DC	5	"Return on Investment Model", web.archive.org webpage of Norand.com, Feb. 6 1998, pp. 1-5.	
DC	6	"Norand-Payback", web.archive.org webpage of Norand.com, Feb. 6, 1998, pp. 1-2.	
DC	7	"Norand-Products", web.archive.org webpage of Norand.com, Feb 6, 1998, pp. 1-5.	
DC	8	"Norand-Case Study", web.archive.org webpage of Norand.com, Feb. 1998, pp. 1-3.	
DC	9	Haugen, Dyan L.; Hill, Arthur V; "Scheduling to Improve Field Service Quality", Summer 1999, Decision Sciences, 30, 3: ABI/INFORM Global, pp. 783-804.	
DC	10	Freedman, David H; "Case Study: Gas Attack", Aug. 25, 1997, Forbes ASAP Supplement, pp. 45-52, Dialog 01485548 01-36536.	
DC	11	McCarthy, Vince, "The Transformation of the Public Network", March 20, 1995, Telephone, v228n12, pp. 88-100, Dialog 0100552196-54914.	
DC	12	Paz, Noemi M; Leigh, William; "Maintenance scheduling: Issues, results and research needs", 1994, International Journal of Operations & Production Management, v14n8, pp. 47-69, Dialog 00956565 96-05958.	
DC	13	Tseng, Paul C; Lewis, Malcom; "Best Practices and Design Tips", April 1999, Contracting Business, v56, n4, p2s84(1), Dialog 06305741 54514903.	
DC	14	Jewett, Dale.; "Service Call", July 21, 1997, Automotive News, p61, Dialog 05140584 47847132.	

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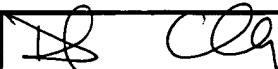
1 Applicant's unique citation designation number (optional). 2 Applicant is to place a check mark here if English language Translation is attached. This collection of information is required by 37 CFR 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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A	15	Southerland, Randy; "Not your typical garbagemon", Feb. 2000, Waste Age, 31, 2, ss50, Dialog 11970477 60110303.	
A	16	"The Luxury Class Database", April 3, 1995, InformationWeek, n 521, p100+, Dialong 00593604 23168942.	
A	17	Ivey, Mike; "Cub: Toughen Penalties vs. Ameritech", Sep. 7, 2000, Madison Captial Times, Madison, Wisconsin, p. 1E, ProQuest ID 59714682.	
A	18	Jaffe, Charles; "Gas Supplier takes timing seriously if delivers are late, the product is free". Feb. 5, 1989. The Morning Call, Allentown, PA, p.D.01, ProQuest ID 92485879.	
A	19	Lister, Karen; "Improvements cited in Portland cable service", July 21, 1995, Corpus Christi Caller Times, Corpus Christi, TX., Sec. B, p. 2, ProQuest 6892257.	
A	20	"Norand-Field Service", web.archive.org webpage of Norand.com., Feb. 6, 1998, pp. 1-2.	
A	21	"Norand-Training", web.archive.org webpage of Norand.com., Feb. 6, 1998, pp. 1-2.	
A	22	Wood, Michael; "Fighting the paperwork nemesis", Mar. 1996, American Gas, v78n2, pp.32-33, Dialog 01179245 98-28640.	
DC	23	"Powering better customer service. (Boston Edison implements mobile computing solution)", May 1997, Communication News, v34, 5n, p50(2) Dialog 02070908 19414033.	
A	24	Kosseff, Jeffrey; "Service Delays May Lead to AT&T Fine", Jul. 18, 2001, The Oregonian, Portland, OR., pg. C.01. ProQuest ID 75527844.	

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